

SUMMARY OF EXPERT BY EXPERIENCE INVOLVEMENT

Sheffield DCLin Psy Training Programme

EXPERT BY EXPERIENCE (Service User and Carer) Involvement

in Training and Education

Introduction

Definition:

Service Users: “. . . people who at some time in their lives, past or present, have accessed mental health / psychological / disability services”, (Division of Clinical Psychology 2008).

The term ‘Service User and Carer Involvement’ is a broad and sometimes ambiguous one. Involvement can refer to members of the public, patients, clients, lay people, survivor activists, professionals and trainees who are, or have been, users and/or carers in psychological health services. People may have preferred terms of reference which they use to describe their own experience and position, and it is useful to establish these early on in relationships with service users and carers.

The most current working reference is to ‘Experts by Experience’, and this title is also likely to change as working relationships in clinical and training environments progress and develop.

Millar, Chambers and Giles (2016) offer a definition of service user and carer involvement in mental health care as;

“An active partnership between service users and mental health professionals in decision making regarding the planning, implementation and evaluation of mental health policy, services, education, training and research. This partnership employs a person-centred approach, with bidirectional information flow, power sharing and access to advocacy at a personal, service and/or societal level”.

This definition embodies an equal, partnership approach.

A very Brief History of Service User and Carer Involvement:

Service user and carer involvement is seen as having developed over the past five decades. However, there are records dating back to the 1600s in the Bedlam Asylum in London which describe inmates petitioning for their rights. What began as a socio-political movement has since evolved to include consumer (marketplace), person-centred and non-paternalistic (the doctor isn’t always ‘right’) elements, where patients are regarded not merely as ‘users’ of services, but as active participants in their health and well-being, and who must be involved in order to shape services.

Experts by Experience in Clinical Psychology training:

The Sheffield ‘Doctor of Clinical Psychology Training Programme’ is strongly committed to continuing to develop and nurture creative working partnerships and relationships with existing and new Experts by Experience. Working in partnership in order to develop effective

and responsive psychological services allows a valuable opportunity to use knowledge and skills. A key process for the Course Training Programme is in developing and sustaining relationships with service users, carers and groups.

A systematic literature search (Townend et al, 2008) identified that, historically, there had been “minimal involvement” from service users in the training of psychological therapists. Literature (Clinical Psychology Forum, special issue on service user and carer involvement, May 2010) provides examples of good practice from within the clinical psychology training community. Government drivers and policies (DoH, 1999) and standards set by the British Psychological Society (BPS, 2008) and the Health Professions Council (HPC, 2009) mean that service Expert by Experience involvement is set high on the agenda of health care reform.

Currently, all Clinical Psychology training programmes in the UK and Northern Ireland have Expert by Experience in many key areas, including teaching, research, the Selection and interviewing of trainee candidates and assessment. Many have Expert by Experience-led groups and forums which help to shape curriculum development, training and assessment. As a minimum, training courses will have working relationships with a pool of Experts by Experience who consult to the course and take part in Selection, assessment, research and teaching activities.

With regard to the Sheffield D Clin Psy, in 2010-11, a service user researcher completed a large-scale service evaluation of all aspects of involvement and diversity on the Training Programme (clinical training placements, research, teaching). This detailed report has been used to shape and inform the future direction of Expert by Experience involvement, and diversity, on the Programme; www.shef.ac.uk/clinicalpsychology/diversity.

Expert by Experience Involvement in Sheffield

During your 3 years of clinical psychology training, and through teaching sessions such as the Core Clinical Skills and Working with Difference teaching, and together with your placement supervisors, you will be encouraged to develop an awareness of your own attitudes and experiences about being a patient and/or caring for others.

You can expect to meet with a variety of service users and carers (Experts by Experience) both on your clinical practice placements and in teaching, research and Selection.

Current Focus of Expert by Experience Involvement

The main and current focus of Involvement on the Sheffield D Clin Psy Training Programme is:

- The involvement of service users and carers in providing teaching and training to Trainee Clinical Psychologists ; for example,

Involvement in Core Clinical Skills teaching to first year trainees, where service users and carers and Programme team staff provide formative feedback to trainees (for example, relationship building, interpersonal skills, starting a session) prior to commencing the first training placement.

- Service user and carer involvement in Selection for D Clin Psy training and in interviewing trainees. Service users and Programme team staff have equal voting status in plenary sessions.

- Service user/patient-led research.
- Liaising with local and national training programmes and via the 'Group of Trainers' (GTiCP) and Division of Clinical Psychology (DCP) forum and meetings; for example,
 - In 2010, the Sheffield DClin Psy Programme led a workshop at the GTiCP on service user and carer involvement in clinical psychology training.
 - In 2013, an Expert by Experience and a course staff member co-produced a workshop on 'Why we work together' at a local conference titled; 'Can we come in, please?'
 - In 2015, an Expert by Experience from West Yorkshire's 'Pathways and Recovery College' became involved in the clinical skills teaching induction, our first out of area Expert by Experience
 - In 2016, service users and carers from Sheffield were involved in planning a networking Expert by Experience event hosted by the Division of Clinical Psychology, and which involved the South Yorkshire and Humber (Sheffield, Leeds and Hull) D Clin Psy training courses. Experts by Experience from the three courses were filmed talking about why and how they work with clinical psychology training programmes. The links to these video clips can be found at:
- Liaising with local services and organisations in order to widen involvement.

For example, the Sheffield Clinical Psychology Unit has recently (2016/17) worked in partnership with Experts by Experience in Sheffield, and senior Clinical Psychologists within Sheffield Health and Social Care Trust, to generate a job description and person specification for Expert by Experience post/s, which are planned to straddle both NHS and University settings.

Much of this work has been developed via the Programme Training Committee and university sub-committees, and previously via the former 'Training Advisory Group' (now disbanded), which had active service user representation for a number of years. The 'Training Advisory Group' was disbanded as Expert by Experts became more integrated into the course team. We are always seeking to widen this involvement and are liaising with other local and national programmes and user/carers groups.

Accountability and Evaluation

All the work that the Clinical Psychology Unit, service users and carers do together around involvement is subject to governance and review. You will be invited to give feedback on teaching sessions, which will be used to shape the content and manner in which teaching is provided in the future. The service users and carers who provide teaching and training also feedback on their experiences.

It has been essential to use a structured approach to gain a true picture of accountability and evaluation. Developments in Service User and Carer Involvement on the Training Programme have been evaluated using a tool called 'Principles for Practice' in health care training and education (Trent Workforce Confederation, 2005). The vision of 'Principles for Practice' has

cemented the process of the involvement of service users, carers and the wider public becoming embedded in the D Clin Psy Programme.

The service user-led service evaluation report completed in 2011 allowed us to identify gaps and barriers to involvement and to develop our Expert by Experience relationships and activities.

An electronic version of the service user-led evaluation study, which was completed in 2011, and which identified the Programme team's, supervisors' and trainees' understanding and awareness of service user and carer involvement and diversity issues on the Programme, can be found at www.shef.ac.uk/clinicalpsychology/diversity. This website also has excerpts from brief interviews with current Experts by Experience which used at the three courses networking conference in 2016.

Future Developments

Future plans and developments include:

- To support Experts by Experience in a paid employment role (employed by SHSC) within all aspects of the University of Sheffield D Clin Psy training course
- To continue to liaise with wider service user and carer networks and organisations within the Sheffield Health and Social Care Trust, with a view to furthering joint working and shared projects
- To consider Expert by Experience projects relating to clinical training placements, research activities and assessment.

We welcome and encourage the sharing of ideas between Programme staff, trainees, patients and the public, and placement supervisors. Ideas can be raised with the Programme team on an individual basis and shared via the University sub-committees.

References

BPS 2008, *Good Practice Guidelines: Service User and Carer Involvement in Clinical Psychology Training*, The British Psychological Society, Leicester.

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Health Care Professions Council (2009)

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Townend, M., Tew, J., Grant, A., & Repper, J. (2008), "Involvement of service users in education and training: A review of the literature and exploration of the implications for the education and training of psychological therapists", *Journal of mental Health*, Vol. 17, No.1 pp. 65 – 78.

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